

## **CLAIMS:**

1. A method of effecting communications, comprising the steps of:
  - a) taking text message calls at a text centre means wherein such calls are made by way of telephones,
  - b) determining the target address(es) of the calls from information contained in the calls, the identity of the target address(es) in each case being recorded in the text centre means against a telephone call centre or telephone call centres,
  - c) sending the text message calls to the call centre or call centres corresponding to the respective target address(es),
  - d) receiving the text message calls at the call centre or call centres as appropriate,
  - e) for each call centre processing each of the text message calls received there such that a future return call time is assigned to each of the text message calls, for each text message call automatically forwarding a return text message call to the telephone concerned, the return text message call containing details as to when a return telephonic voice call will be made from the call centre to the holder of the telephone, and
  - f) in substantially each case the call centre concerned making the respective return telephonic voice call at the time indicated.
2. A method according to claim 1, wherein at step e) the return text message calls are

sent to the telephones from the call centre(s) by way of the text centre means.

3. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones.

4. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones, and wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c".

5. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones, and wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c", and wherein the text centre in each case generates a call list listing the telephone numbers of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call as at step "f" mentioned in claim 1.

6. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones, and wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c", and wherein the text centre in each case generates a call list listing the telephone numbers of the

telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call as at step "f" mentioned in claim 1, and wherein the call list is at least in part generated from information gained by way of automatic caller id technology.

7. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones, and wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c", and wherein the text centre in each case generates a call list listing the telephone numbers of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call as at step "f" mentioned in claim 1, and wherein the call list is at least in part generated from information gained by way of automatic caller id technology, and wherein the text centre means queues the text message calls made by way of the telephones.

8. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones, and wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c", and wherein the text centre in each case generates a call list listing the telephone numbers of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call as at step "f" mentioned in claim 1, and wherein the call list is

at least in part generated from information gained by way of automatic caller id technology, and wherein the text centre means queues the text message calls made by way of the telephones, and wherein at step c) mentioned in claim 1 the text message calls are sent to the call centre or call centres in a queued form.

9. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means, and wherein the telephones are mobile phones, and wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c", and wherein the text centre in each case generates a call list listing the telephone numbers of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call as at step "f" mentioned in claim 1, and wherein the call list is at least in part generated from information gained by way of automatic caller id technology, and wherein the text centre means queues the text message calls made by way of the telephones, and wherein the call centre or call centres can inspect details of the queue at the text centre means online.